Request for Proposal No. 14-121

Enterprise Resource Planning (ERP) System

Summary

With this Request for Proposals (RFP), the Board of County Commissioners of Frederick County, Maryland (County) desires to purchase or otherwise acquire rights to use an Enterprise Resource Planning (ERP) System that meets the requirements identified in this RFP. The County requires that any proposal for an ERP also include professional services necessary to implement the system. Contractors offering hosted services or software as a service (SaaS) systems are encouraged to propose, but these hosting or SaaS services are not required. It is the County's intent to select proposals that best meet the needs of the County.

The County has been utilizing PeopleSoft as its primary ERP system for finance and HR/Payroll functionality since 2000. The PeopleSoft applications have been customized in some instances to mirror County processes. In addition, the County is also utilizing other applications in a best-of-breed capacity. MUNIS is utilized for tax and miscellaneous receivables, Hansen for permitting and licensing purposes, NeoGov for applicant tracking, and Questica's TeamBudget for capital and operating budget preparation. In addition, the County utilizes a series of stand-alone applications for other business functions. Many of the stand-alone systems store fragmented and duplicate data. As a result, reporting is not real time and requires some technical knowledge.

With this project, the County has identified the following drivers and goals:

- Reduce the need for redundant data processes through integrated systems, utilizing one point of data entry for all information.
- Review and improve existing County business processes.
- Allow for the generation of reports to easily provide information to managers, Board of County Commissioners (BOCC), and citizens
- Implement a "vanilla" package, with limited to no customizations
- Ability to produce a dashboard view of system(s) output
- Utilizes the latest in technology offerings (cloud, mobility, web-based)
- Implement self-service functionality for employees, vendors, and citizens

As stated, the County customized its PeopleSoft system to mirror many of their current processes and procedures. The County has many lessons learned from that ERP project which it expects to apply to this effort and understands the importance of project management, project governance, appropriate staffing, training, testing, change management, and broad organizational involvement in the project, in addition to embracing a "vanilla" solution.